

COPC® Best Practices for Customer Experience (CX) Operations Live Virtual Training | 11th – 15th May 2025

COURSE OVERVIEW

COPC® Best Practices for Customer Experience (CX) Operations training is instructed in a live, virtual format using two-way video technology. Participants will have the opportunity to take a final exam to earn the Customer Experience Performance Leader certification.

COURSE HOURS | CAIRO TIME

Sunday	11 th May	9:00 a.m. – 5:00 p.m
Monday	12 th May	9:00 a.m. – 5:00 p.m.
Tuesday	13 th May	9:00 a.m. – 5:00 p.m.
Wednesday	14 th May	9:00 a.m. – 5:00 p.m.
Thursday	15 th May	9:00 a.m. – 5:00 p.m.

A final exam (open e-book/notes) will be on the last day.

COURSE FORMAT

This course includes lectures, engaging breakout discussions, and strategic insights shared by instructors and participants. This class will be taught in Arabic, with materials in English.

COURSE TUITION

- Tuition is USD 3,000 per person (if you are a current COPC Inc. user) excl VAT.
 - Tuition is USD 3,350 per person (if you are a not current COPC Inc. user) excl VAT.
 - A ten percent discount is available for companies sending four or more to this session.
 - Tuition must be paid within fourteen days of the training start date.
 - Tuition includes access to electronic training materials and a final exam.
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COURSE REGISTRATION

- Registration and credit card payment must be completed [online here](#).
 - If you will not be paying by credit card, complete and email the [booking form](#) to [Angela Brace](#).
 - Registrations are on a first-come, first-served basis and cannot be held or confirmed until payment has been received.
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COURSE PREPARATION

Your facilitators will send you detailed course instructions the week before the training. This will give you ample time to prepare and familiarize yourself with the course structure and requirements.

COURSE REQUIRED TECHNOLOGY

- Access to reliable internet service
 - A computer with a microphone and video camera (on-screen is mandatory)
 - Two monitors or a monitor and tablet (one monitor to view the presentation and instructor and a second to view the training materials and take notes, which you can do within the electronic training materials)
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CANCELLATION POLICY

Cancellations outside of 60 days receive a full refund.

If registrations are moved to a later course between 31 and 60 days, a 5% transfer fee will be applied. Paid tuition will be applied to the new course in the same region. Cancellations will not be refunded during this period.

If registrants are moved to a later course between 1 and 30 days, a 25% transfer fee will be applied. Paid tuition will be applied to the new course registration (in the same region). Cancellations will not be refunded during this period.

Fees can be waived if a substitute student is sent, contingent upon submitting the request in writing 14 days or more before the class.

Written notification of transfer or cancelation is required and should be sent to the course contact listed below.

COURSE CONTACT:

Hazem El-Nadi
COPC Inc. MENA
helnadi@copc.com
